

# missouri agencies

Based on Helpful Contacts - Agency List By Topic

State Abbreviation	State	Topic Name	Question
MO	Missouri	Other Health Insurance Programs	Free or low-cost health insurance that is available in my state for uninsured children under age 19.
MO	Missouri	Billing Medicare	Reporting fraud.
MO	Missouri	Billing Medicare	Home health, hospice care, and fraud.
MO	Missouri	General Medicare Information	Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.
MO	Missouri	Billing Medicare	Part B bills and services.
MO	Missouri	General Medicare Information	Medigap policies, long-term care insurance, Medicare health plan choices, Medicare rights and protections, and help with filing an appeal.
MO	Missouri	Quality of Care/Complaints	Complaints about quality of care, and filing an appeal or complaint.

# missouri agencies

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Organization Name	Agency Name	Local Phone
CHIP -- Insure Kids Now	Children's Health Insurance Program	
OIG (DHHS) -- Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
RHHI -- Regional Home Health Intermediary	Noridian Administrative Services	
SSA -- Social Security Administration	Social Security Administration	
Carrier	Blue Cross Blue Shield of Kansas	
SHIP -- State Health Insurance Assistance Program	CLAIM	(573) 817-8320
QIO -- Quality Improvement Organization (formerly PRO - Peer Review Organization)	Primaris	(573) 817-8300

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Local Phone Extension	Local Phone Notes
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	TDD/TTY available upon request
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Local TDD	Local TDD Extension
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Tollfree Phone	Tollfree Extension
(877) 543-7669	
(800) 447-8477	
(800) 633-4227	
(800) 772-1213	
(800) 633-4227	
(800) 390-3330	
(800) 347-1016	

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Tollfree Instate?	Tollfree Phone Notes
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1-800-MEDICARE



1-800-MEDICARE



# missouri agencies

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Tollfree TDD	Tollfree TDD Extension
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# missouri agencies

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Spanish Phone	Spanish Phone Extension	E-mail Address
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		hhstips@oig
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		<a href="mailto:claim@primaris.org">claim@primaris.org</a>
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## Web Address

<http://www.insurekidsnow.gov>

<http://www.oig.hhs.gov>

<http://www.socialsecurity.gov>

<http://www.missouricclaim.org>

<http://www.primaris.org/>

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MO	Missouri	General Medicare Information	Medigap policies available in my area, and insurance questions.
MO	Missouri	Quality of Care/Complaints	Where to submit a complaint about the quality of life or quality of care inside a nursing home.
MO	Missouri	General Medicare Information	Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.
MO	Missouri	Quality of Care/Complaints	Where to submit a complaint about the quality of care I received from my kidney dialysis facility.
MO	Missouri	Billing Medicare	Part B bills and services.
MO	Missouri	Billing Medicare	Part A bills and services, hospital care, skilled nursing care, and fraud.
MO	Missouri	General Health Information	Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.
MO	Missouri	Other Health Insurance Programs	Low-income programs (such as Medicaid) to help pay

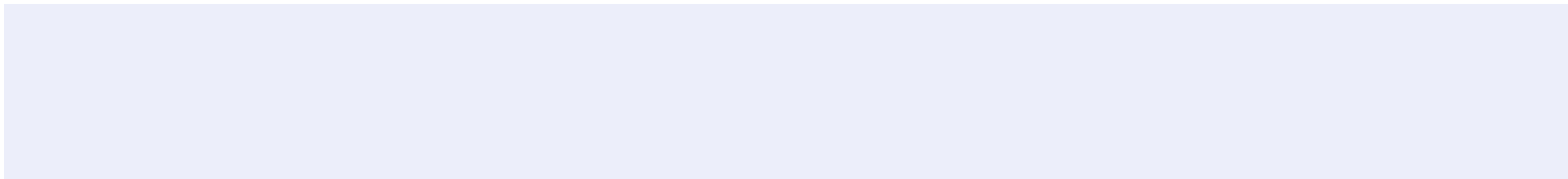
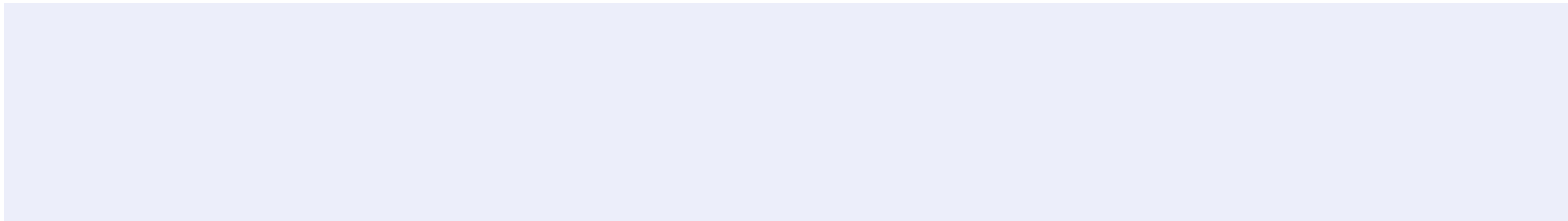
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State Department of Insurance	Insurance Department of Missouri - Consumer Service Division	(573) 751-2640
Nursing Home State Survey Agency	Elder Abuse and Neglect Hotline of Missouri	(573) 751-4842
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Kansas City Regional Office	(816) 426-2011
ESRD -- End-Stage Renal Disease Networks	ESRD Network #12	(816) 880-9990
Carrier	Medicare Services of Missouri	
Fiscal Intermediary	Wisconsin Physician Services WPS	
Internal Revenue Service	Internal Revenue Service	
State Medical Assistance Office	Department of Social Services of Missouri - MO HealthNet Division	(573) 751-3425

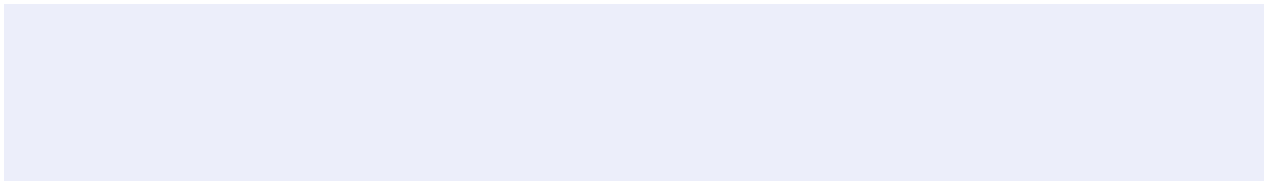
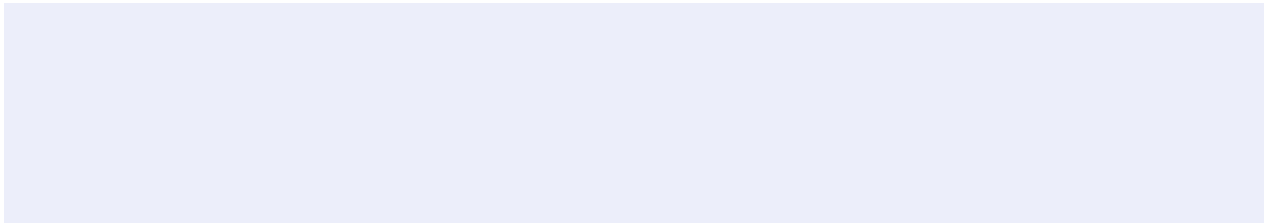
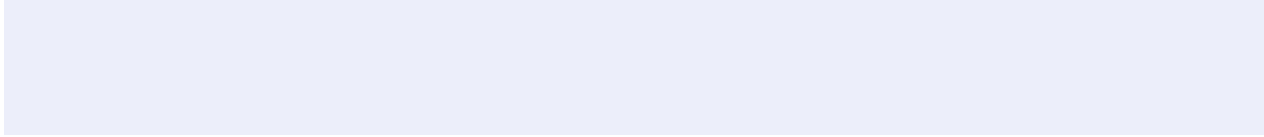
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# missouri agencies

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(800) 726-7390

(800) 392-0210

(800) 444-9965

(800) 633-4227

(800) 633-4227

(800) 829-1040

(800) 392-2161

# missouri agencies

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1-800-MEDICARE

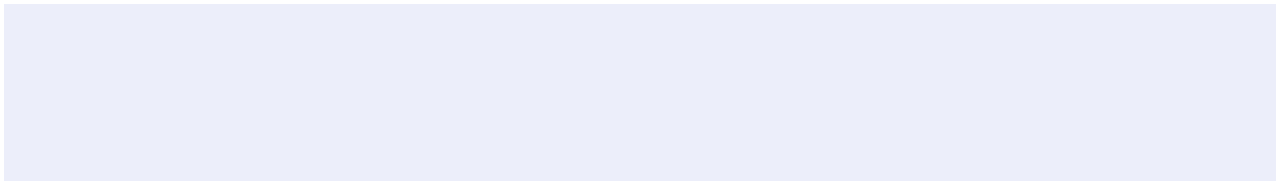
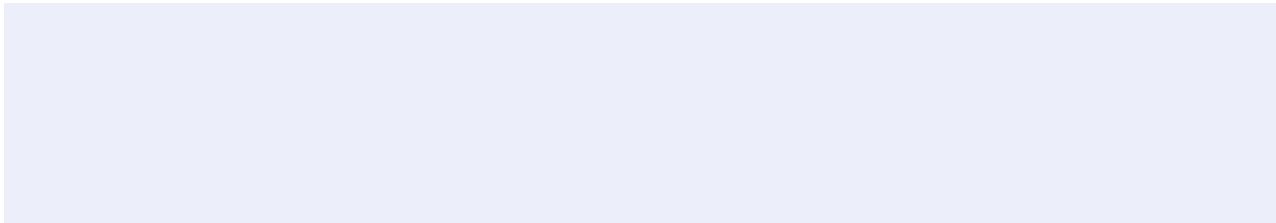
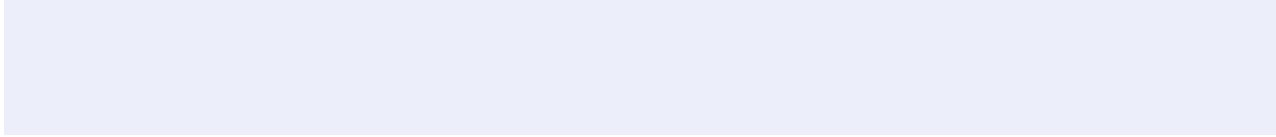


1-800-MEDICARE



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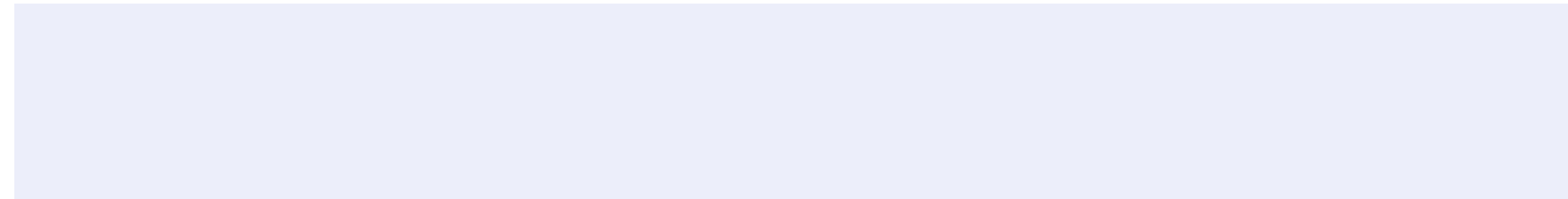
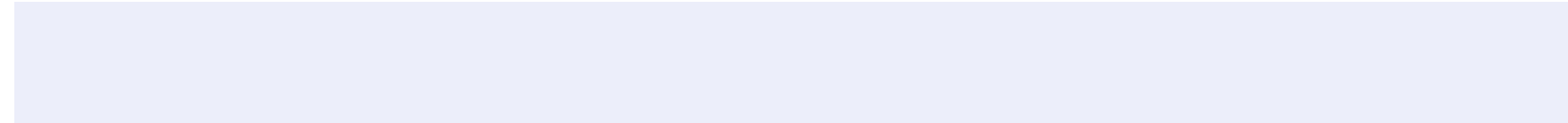
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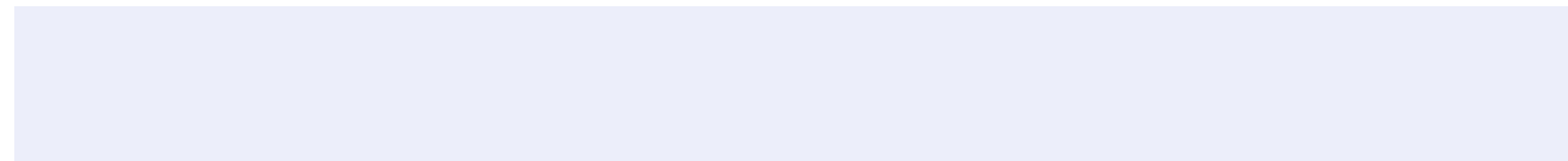


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[info@nw12.esrd.net](mailto:info@nw12.esrd.net)



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<http://www.insurance.mo.gov>

<http://www.health.mo.gov>

<http://www.cms.gov>

<http://www.heartlandkidney.org>

<http://www.momedicare.com>

<http://www.mutualmedicare.com>

<http://www.irs.gov>

<http://www.dss.mo.gov/fsd/index.htm>

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MO	Missouri	General Medicare Information	as Medicaid) to help pay medical bills. (For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.
MO	Missouri	Other Health Insurance Programs	Whether I qualify for military retiree health care benefits.
MO	Missouri	Billing Medicare	(For Railroad Retirement beneficiaries only) - Part B bills and services.
MO	Missouri	Quality of Care/Complaints	Submitting a complaint about discrimination.
MO	Missouri	Quality of Care/Complaints	Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.
MO	Missouri	Health Care Facilities and Services in Your Area	To find a hospice program in my area.
MO	Missouri	Other Health Insurance Programs	VA medical benefits.
MO	Missouri	Other Health Insurance Programs	Claims and other issues for retired federal employees and their dependents/survivors.

Missouri - MO HealthNet Division

RRB -- Railroad Retirement Board

Railroad Retirement Board

Department of Defense

Department of Defense

RRB Carrier - Railroad Retirement Board Carrier

Palmetto (GBA)

Office for Civil Rights

Office for Civil Rights of Iowa,  
Kansas, Missouri, and Nebraska

(816) 426-7277

Ombudsman

Long Term Care Ombudsman of  
Missouri

(573) 526-0727

State Hospice Organization

Hospice and Palliative Care  
Association of Missouri

(573) 634-5514

Department of Veterans Affairs

Department of Veterans Affairs

Office of Personnel Management

Office of Personnel Management

(202) 606-1800

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(312) 751-4701

(816) 426-7065

(877) 772-5772

(800) 538-9552

(800) 833-4455

(800) 309-3282

(800) 827-1000

(888) 767-6738

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[medicare.railroad@palmettogba.com](mailto:medicare.railroad@palmettogba.com)

[medicare.railroad@palmettogba.com](mailto:medicare.railroad@palmettogba.com)

[jhalvers@os.dhhs.gov](mailto:jhalvers@os.dhhs.gov)

[ltcombudsman@dhss.mo.gov](mailto:ltcombudsman@dhss.mo.gov)

[retire@opm.gov](mailto:retire@opm.gov)

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m

<http://www.rrb.gov>

<https://www.dmdc.osd.mil/appj/dwp/index.jsp>

<http://www.palmettogba.com/medicare>

<http://www.hhs.gov/ocr>

<http://health.mo.gov/seniors/Ombudsman/>

<http://mohospice.org>

<http://www.va.gov>

<http://www.opm.gov/retire>

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			dependents/survivors.
MO	Missouri	Health Care Facilities and Services in Your Area	Finding necessary and convenient services that serve the elderly in their community.
MO	Missouri	General Health Information	Information on cancer treatments, clinical trials, alternative medicine, coping with side effects, and other cancer related information.
MO	Missouri	Billing Medicare	Medicare Secondary Payer, and who pays first.
MO	Missouri	Health Care Facilities and Services in Your Area	Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.
MO	Missouri	Other Health Insurance Programs	Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.
MO	Missouri	General Health Information	Finding information on

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Eldercare Location

Eldercare Locator Service

National Cancer Institute's Cancer Information Service

National Cancer Institute's Cancer Information Service

Medicare Coordination of Benefits Contractor

Medicare Coordination of Benefits Contractor

Primary Care Association

Coalition for Primary Health Care of Missouri - Primary Care Association of Missouri (573) 636-4222

Federal Black Lung Program

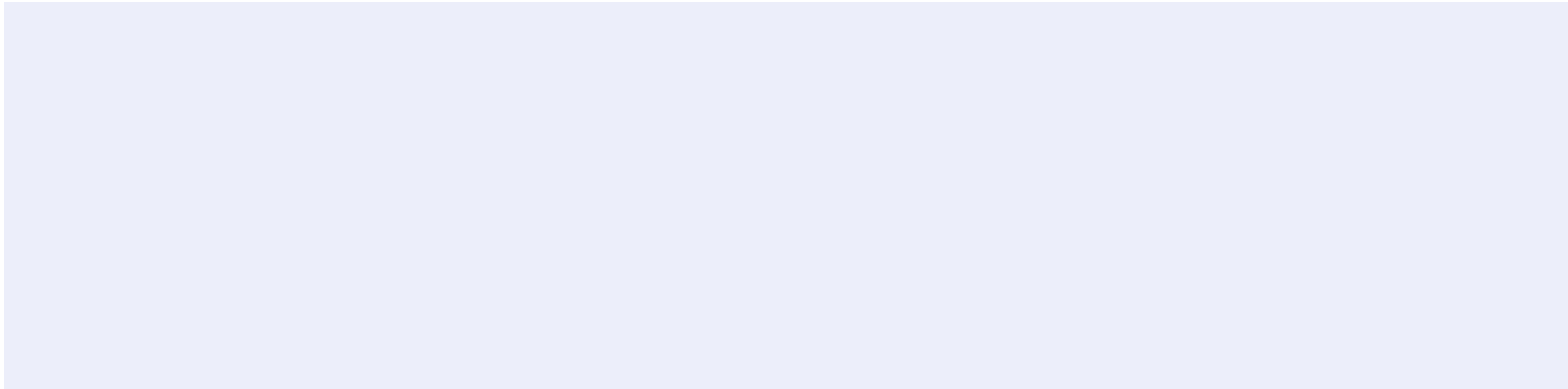
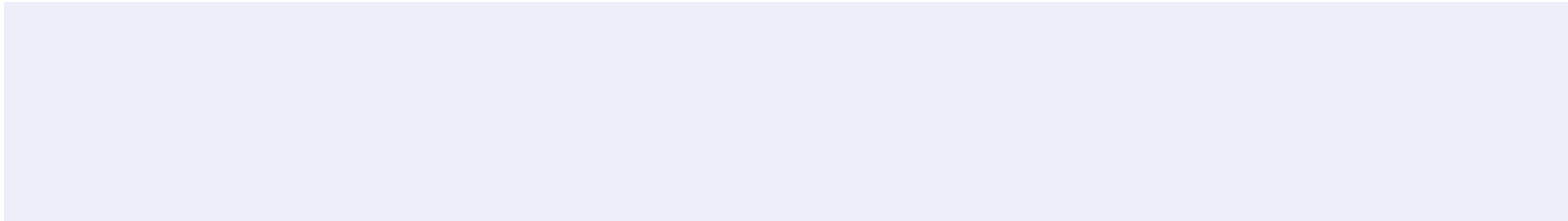
Federal Black Lung Program

American Cancer Society

American Cancer Society

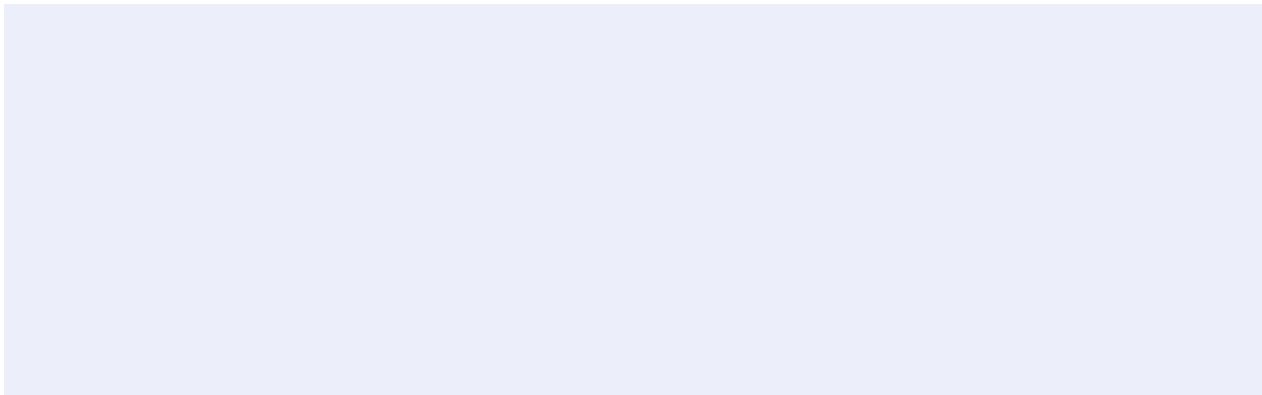
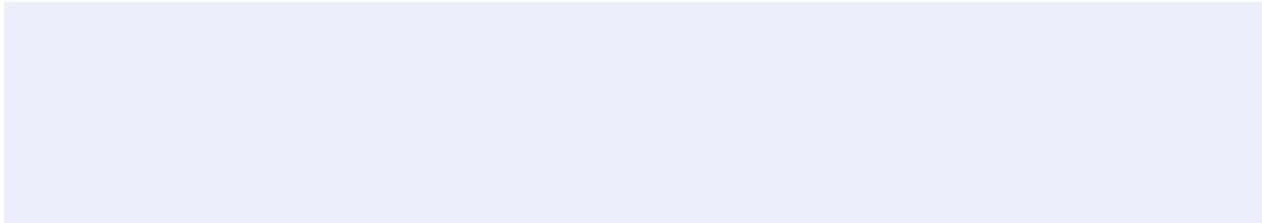
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(800) 677-1116

(800) 422-6237

(800) 999-1118

(800) 638-7072

(800) 227-2345



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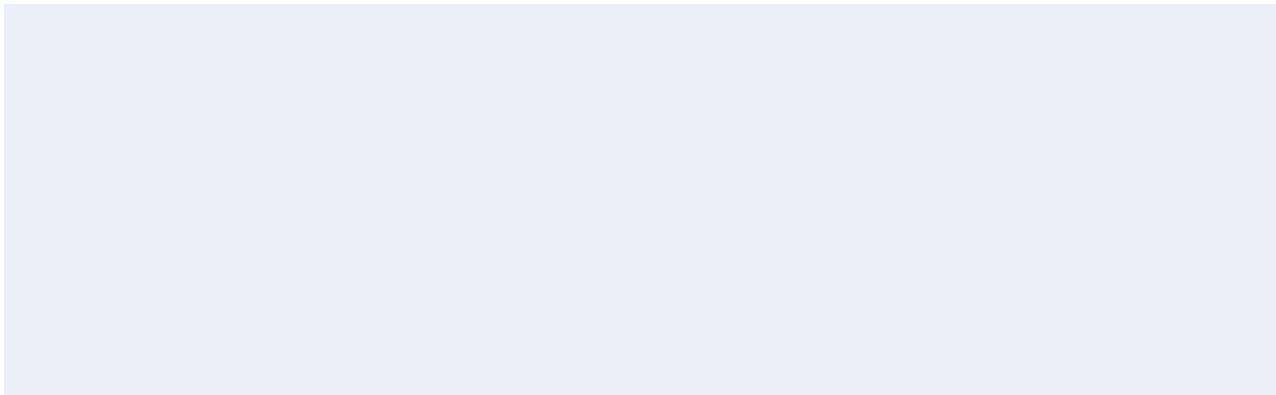
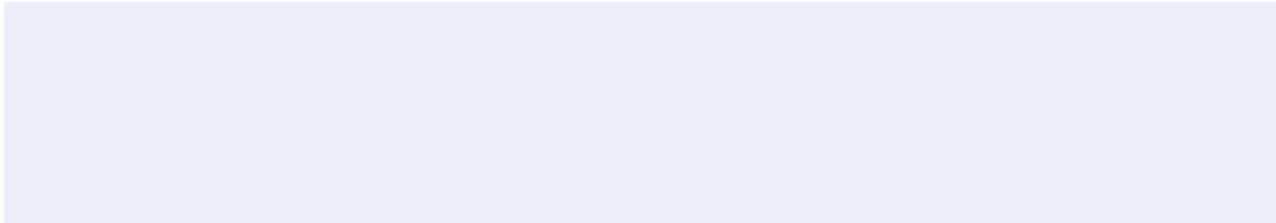


Quit Smoking Program (877) 448-7848



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[eldercarelocator@infospherix.com](mailto:eldercarelocator@infospherix.com)

[cancergovstaff@mail.nih.gov](mailto:cancergovstaff@mail.nih.gov)

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<http://www.eldercare.gov>

<http://www.cancer.gov>

<http://cms.hhs.gov/cobgeneralinformation>

<http://www.mo-pca.org/>

<http://owcp.dol.acs-inc.com>

<http://www.cancer.org>

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			cancer.
MO	Missouri	General Health Information	Discussing health concerns, medicines, and other issues important to older people.
MO	Missouri	Quality of Care/Complaints	Complaints about the quality of care in dialysis facilities.
MO	Missouri	General Health Information	Educational materials for people with kidney disease.
MO	Missouri	General Health Information	Financial assistance and educational materials for people with kidney disease.
MO	Missouri	General Health Information	Support groups and educational materials for people with kidney disease.
MO	Missouri	General Health Information	Educational materials for people with kidney disease.
MO	Missouri	Health Care Facilities and Services in Your Area	Finding specific health support groups in your area.
MO	Missouri	General Health Information	Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."
MO	Missouri	Quality of Care/Complaints	Finding out if your health care organization is accredited or not.

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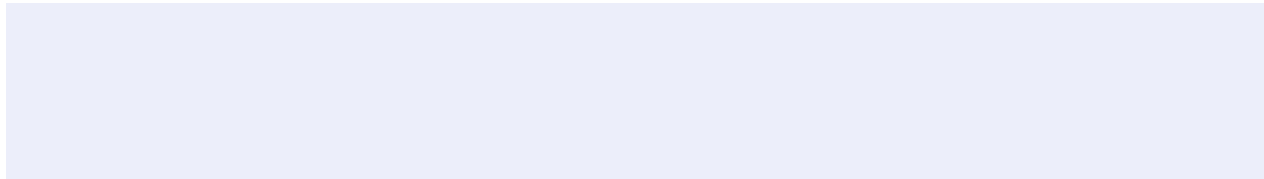
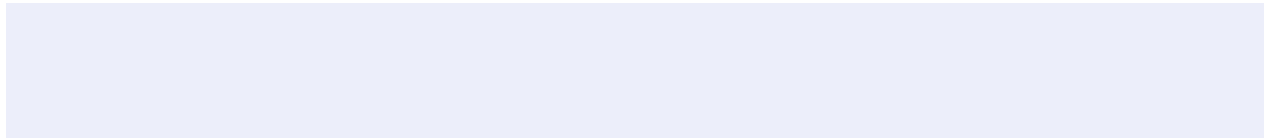
National Institute on Aging Information Center	National Institute on Aging Information Center	
ESRD State Survey Agency	Bureau of Health Facility Regulation of Missouri	(573) 751-6303
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800

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(800) 222-2225

(800) 749-2257

(800) 638-8299

(800) 622-9010

(800) 891-5390

(800) 367-6274

(800) 358-9295

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[niaic@mail.nih.gov](mailto:niaic@mail.nih.gov)

(866) 300-2900

[helpline@akfinc.org](mailto:helpline@akfinc.org)

[nkudic@info.niddk.nih.gov](mailto:nkudic@info.niddk.nih.gov)

[njshc@cybernex.net](mailto:njshc@cybernex.net)

[ahrqoubs@ahrqhhs.gov](mailto:ahrqoubs@ahrqhhs.gov)

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<http://www.nia.nih.gov>

<http://www.dhss.mo.gov>

<http://www.aakp.org>

<http://www.kidneyfund.org>

<http://www.kidney.org>

<http://www.kidney.niddk.nih.gov>

<http://www.selfhelpgroups.org>

<http://www.ahrq.gov>

<http://www.jointcommission.org>

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MO	Missouri	Quality of Care/Complaints	Finding out if the lab where your blood tests are sent is accredited or not.
MO	Missouri	Quality of Care/Complaints	Finding out if an ambulatory surgical center is accredited or not.
MO	Missouri	Quality of Care/Complaints	Finding out if a doctor is board certified.
MO	Missouri	Quality of Care/Complaints	Finding out if urgent care centers and ambulatory surgical centers are accredited or not.
MO	Missouri	Quality of Care/Complaints	Finding a voluntary list of patients' rights in a hospital.
MO	Missouri	Quality of Care/Complaints	Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.
MO	Missouri	General Medicare Information	General Medicare information, ordering Medicare booklets, and information about health plans.
MO	Missouri	Quality of Care/Complaints	Requesting external reviews

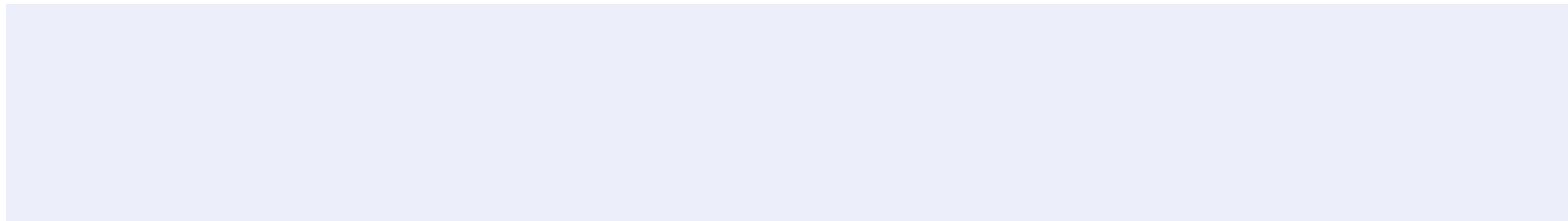
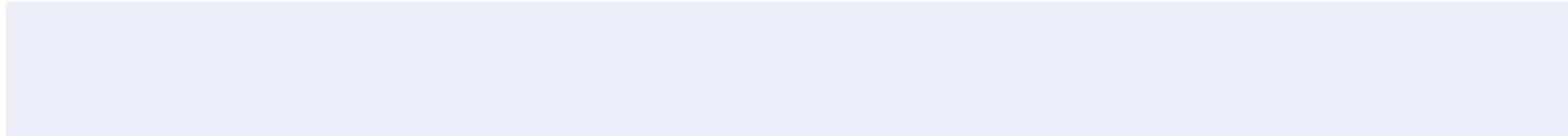
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College of American Pathologists	College of American Pathologists	(847) 832-7000
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
American Hospital Association	American Hospital Association	(312) 422-3000
Home Health Agency	Unit of Homecare and Rehabilitative Standards	(573) 751-6336
1-800-MEDICARE	1-800-MEDICARE	
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health	(585) 425-5210

# missouri agencies

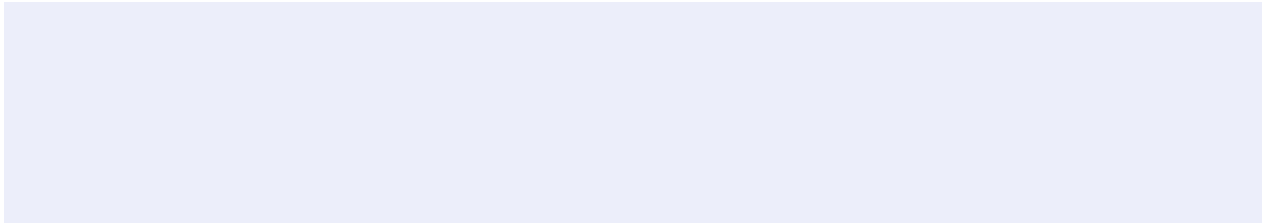
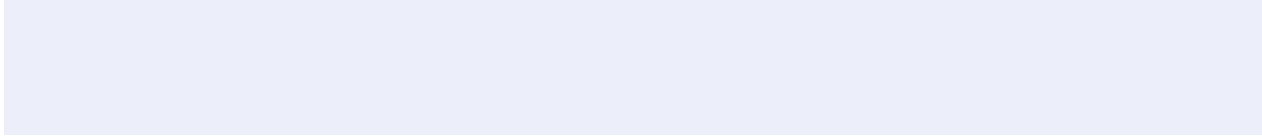
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(800) 323-4040

(888) 545-5222

(866) 275-2267

(800) 424-4301

(800) 392-0210

(800) 633-4227

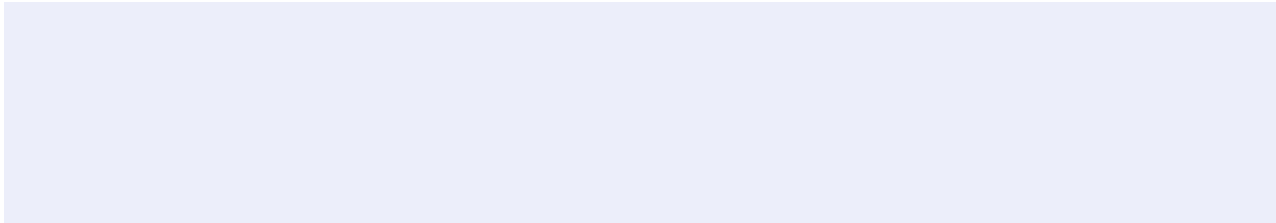
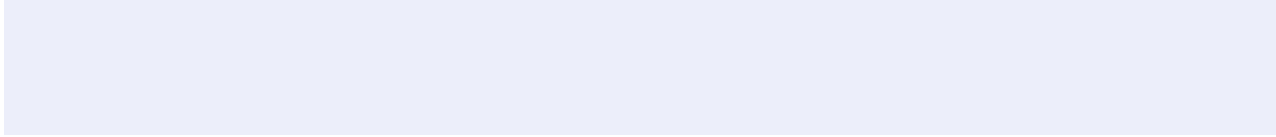
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[info@aaaasf.org](mailto:info@aaaasf.org)

[info@aaa.org](mailto:info@aaa.org)

[lisa.coots@dhss.mo.gov](mailto:lisa.coots@dhss.mo.gov)

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<http://www.cap.org>

<http://www.AAAASF.org>

<http://www.abms.org>

<http://www.aaahc.org>

<http://www.aha.org>

<http://www.dhss.mo.gov/HomeCare>

<http://www.medicareappeal.com>

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MO	Missouri	Health Care Facilities and Services in Your Area	of Medicare managed care denials. Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.
MO	Missouri	Other Health Insurance Programs	Information and services about homes and communities for citizens and for HUD's current and potential home buyers.
MO	Missouri	Other Health Insurance Programs	Health based programs and services.
MO	Missouri	General Health Information	Finding information on heart disease.
MO	Missouri	Quality of Care/Complaints	Report Medicaid fraud and abuse.

## Dispute Resolution (CHDR)

CHIP -- Children's Health Insurance Program

MO Health Net Division

(573) 751-3221

HUD -- U.S. Department of Housing

U.S. Department of Housing and  
Urban Development (HUD)

(202) 708-1112

State Health Departments

Missouri Department of Health &  
Senior Services

(573) 751-6400

American Heart Association

American Heart Association

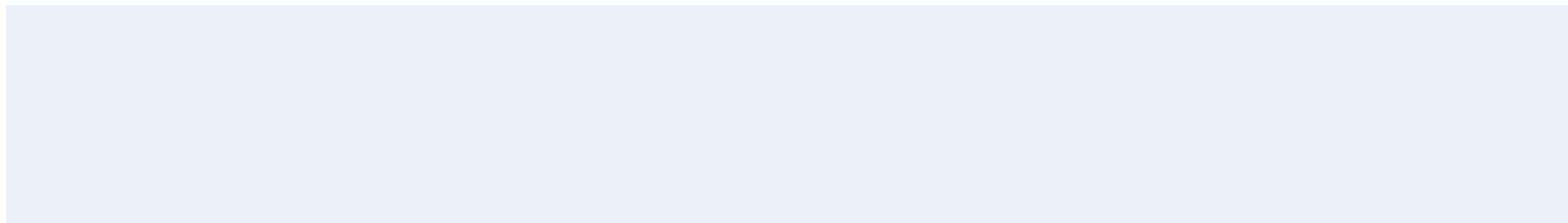
(214) 570-2000

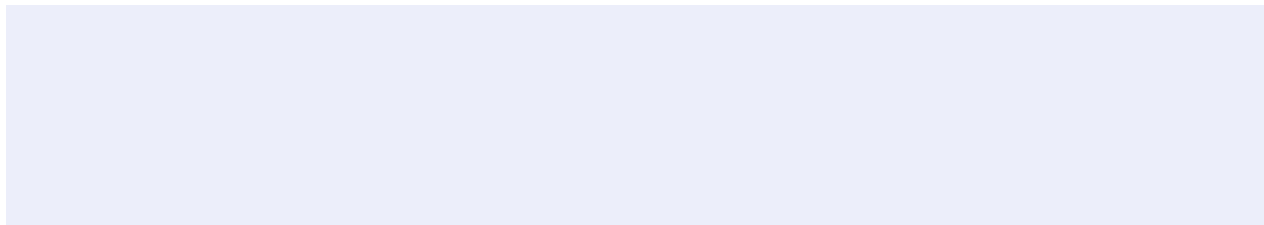
Medicaid - Report Fraud

Department of Social Services

(573) 751-7192







(888) 275-5908

(800) 569-4287

(800) 242-8721

(800) 286-3932

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[info@dhss.mo.gov](mailto:info@dhss.mo.gov)

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<http://www.dss.mo.gov/>

<http://www.hud.gov>

<http://www.dhss.mo.gov>

<http://www.americanheart.org/>

[http://www.dss.mo.gov/mhd/general  
/pages/rptfraud.htm](http://www.dss.mo.gov/mhd/general/pages/rptfraud.htm)